

MAG Human Services Regional Coordination Planning

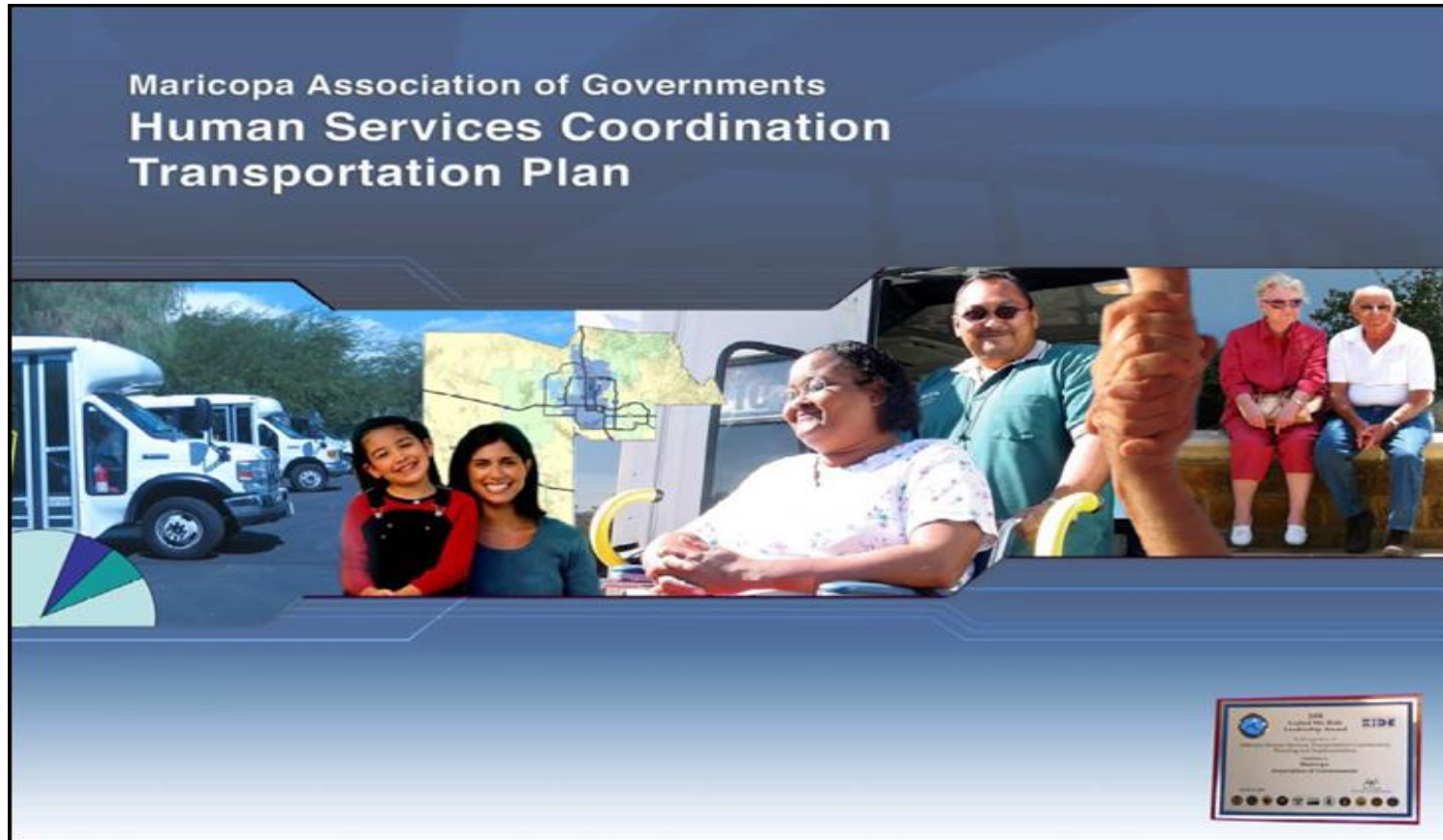
MAG TRANSPORTATION AMBASSADOR
PROGRAM MEETING

MARCH 1, 2017

Transportation Coordination



Federal Requirements



- Gaps Analysis
- Prioritized Strategies
- Inventory of Services

Previous Strategies

- Address regional concerns and engage providers in coordination planning efforts through sub-regional mobility managers.

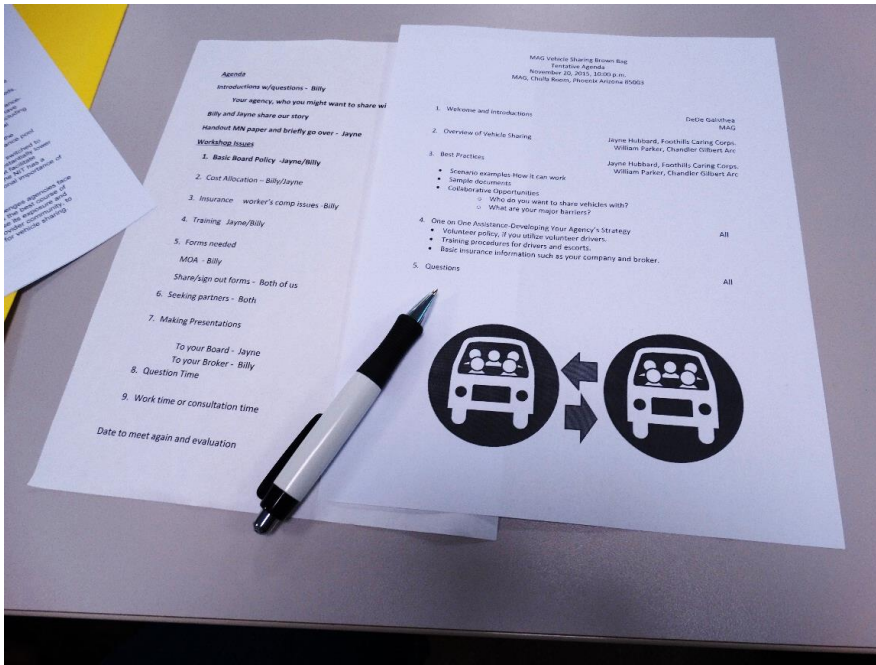
Sub-regional Mobility Managers

- Jayne Hubbard, Foothills Caring Corps. – North and Northeast Valley
- William Parker, Chandler Gilbert Arc-East Valley
- Kathy Chandler, Northwest Valley Connect-West Valley
- Scott Muller, Gompers-Central Valley

Previous Strategies

- Address regional concerns and engage providers in coordination planning efforts through sub-regional mobility managers.
- Develop solutions to maximize the use of the current vehicle inventory by eliminating insurance restrictions as a barrier.

Vehicle Sharing Workshop



Your Logo

XXXXX XXXXX Driving Checklist
(Form # 543 – Updated 4-5-14)

Skill, Task, or Activity Area: Driving Checklist	Date Completed Training	Date Validated by Mgr/Evaluator
General	[Date]	[Initials]
1. Identifies Trip Log and is able to complete the log accurately		
2. Identifies and has read the C/G XXXXX Fleet Services Manual		
3. Understands the importance of completing a visual check of the outside of the vehicle every time it is driven		
4. Understands the importance of completing a visual check of the inside of the vehicle (instruments, gauges, tie-downs, debris, etc.		
5. Understands the requirement that all passengers must wear a seatbelt at all times.		
6. Able to start the vehicle, adjust mirrors, seat, etc.		
7. Employee is able to back up vehicle safely (turns off radio and rolls down driver side window when backing up)		
8. Uses turn signals appropriately		
9. Turns vehicle around appropriately		
10. Obeys posted speed limit		
11. Stops appropriately (i.e. appropriate stopping distance, gently applying breaks)		
12. No persons other than on-the-job employees and consumers are permitted to ride in the vehicle.		
13. Understand that at no time should you be working and/or operating a vehicle will under the influence of drugs (prescription or no prescription), alcohol, or any other item that would affect your ability to properly drive a vehicle.		
14. Driver understands the importance of immediately reporting all accidents, tickets, injuries, damages, missing items, suspension of license, etc.		
15. Buckle all seat belts together each trip after people exit vehicle as a visual check to ensure no one is left on the van.		

Acknowledge below that you have received and/or reviewed the Vehicle Operations Policy (P23) and understand the requirements. I understand that failure to follow the guidelines as listed above and in the policy may result in disciplinary action up to and including termination.

Employee Printed Name _____ Employee Signature _____ Date _____

Evaluator Printed Name _____ Evaluator Signature _____ Date _____

Previous Strategies

- Address regional concerns and engage providers in coordination planning efforts through sub-regional mobility managers.
- Develop solutions to maximize the use of the current vehicle inventory by eliminating insurance restrictions as a barrier.
- Ensure that requirements and standards are universally met for providers transporting older adults and people with disabilities through the delivery of training.

Passenger Service and Safety (PASS) Training

Sub-regional Mobility Managers and Trainers

Coordinated agenda and training sections

First training held on February 11, 2015



Previous Strategies

- Address regional concerns and engage providers in coordination planning efforts through sub-regional mobility managers.
- Develop solutions to maximize the use of the current vehicle inventory by eliminating insurance restrictions as a barrier.
- Ensure that requirements and standards are universally met for providers transporting older adults and people with disabilities through the delivery of training.

Long-term

- Support the development of a one-call center to coordinate transportation services for older adults and people with disabilities.

Human Services Transportation - Provider Inventory

Human Services
Transportation Provider
Inventory is a listing of
agencies that provide human
services transportation
resource information in the
MAG region. Click on the
check boxes below to narrow
your search of transportation
information resources.

[illegible]

Call-Click-Connect Mobility Center

[Home](#) > [Our Services](#) > [Call-Click-Connect Mobility Center](#)

→ [Call-Click-Connect Mobility Center](#)

→ [Ride Connect- Transportation for Senior and Persons with Disabilities](#)

Testimonial

"We ride as often as we can, sometimes in the bus, sometimes in a car. We have been riding with a volunteer driver for over a year. We are going to the eye doctor but sometimes go out to lunch after our appointments. We just want to kidnap Judy our driver because she is so good to us."

- Sam and Santanie DiLeonardo – seniors who travel with a volunteer driver to visit the eye doctor



Connecting Residents to Local Transportation Resources

As a central point of contact within the community, Northwest Valley Connect coordinates information on a variety of existing travel options to provide residents with easy-to-use information that will assist them in planning their transportation needs. Working with government, private, nonprofit and volunteer transportation providers, our goal is to educate residents on existing available transportation resources and to simplify their approach to trip planning.

This assistance is readily available here on our website and by phone at (623) 282-9300. Our call center is staffed by specially trained operators providing friendly and free guidance to help residents choose transportation options in the area that best meet their needs.

[Learn about transportation resources in the Northwest Valley by clicking here >](#)

<http://northwestvalleyconnect.org/>



Develop the next Human Services Coordination Transportation Plan

Public Input

Maricopa Association of Governments Human Services Transportation Survey

We greatly appreciate the services you provide to the region. Your feedback is requested to assist in our efforts to offer resources and information that will be beneficial in assisting your consumers. MAG will utilize the information provided, to develop strategies for the next Human Services Coordination Transportation Plan. Please return this form **by December 16, 2016**, to Terranique Nuness, MAG Human Services Intern, at tnuness@azmag.gov or fax to (602) 254-6490.



Fiscal Year One-Way Trips

Number of Trips	Number of Agencies
45 – 19,999	15
20,000 – 39,999	4
40,000 – 59,999	3
60,000 – 79,999	1
80,000 and above	7

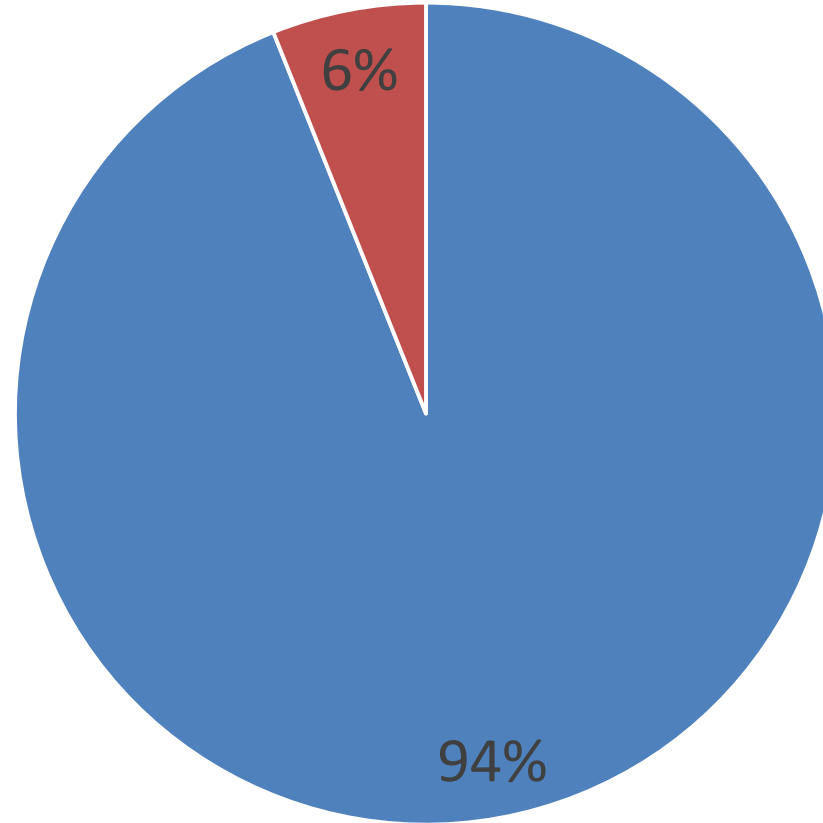
Fiscal Year Vehicle Miles

Vehicle Miles	Number of Agencies
3 – 49,999	7
50,000 – 99,999	4
100,000 – 149,999	4
150,000 – 199,999	1
200,000 and above	14

Fiscal Year Vehicle Hours

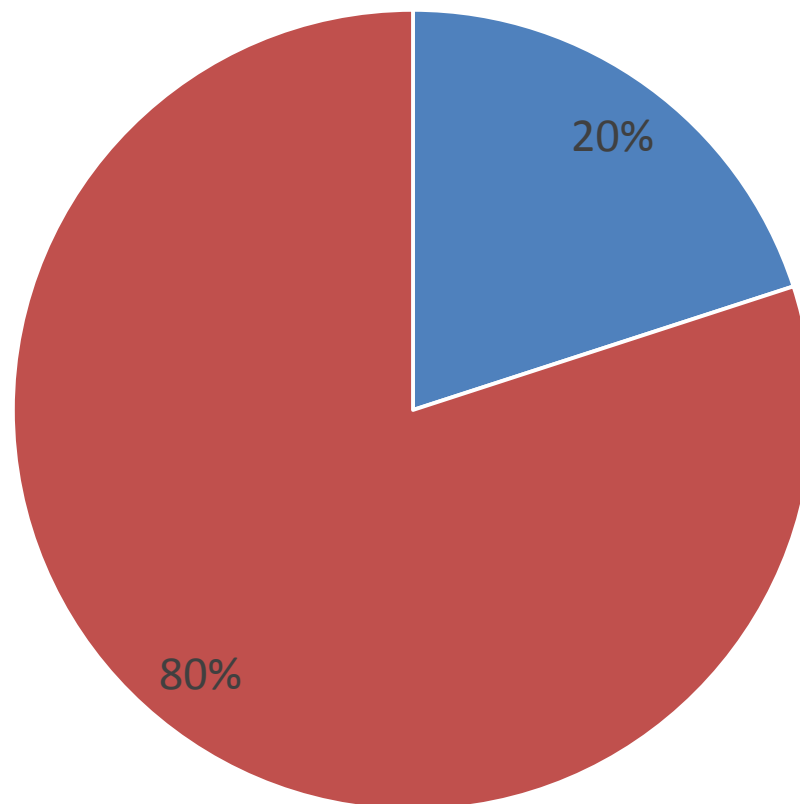
Vehicle Hours	Number of Agencies
23 – 9,999	14
10,000 – 19,999	4
20,000 – 29,999	1
30,000 – 39,999	2
40,000 and above	7

Do you have written standard operating procedures for drivers?



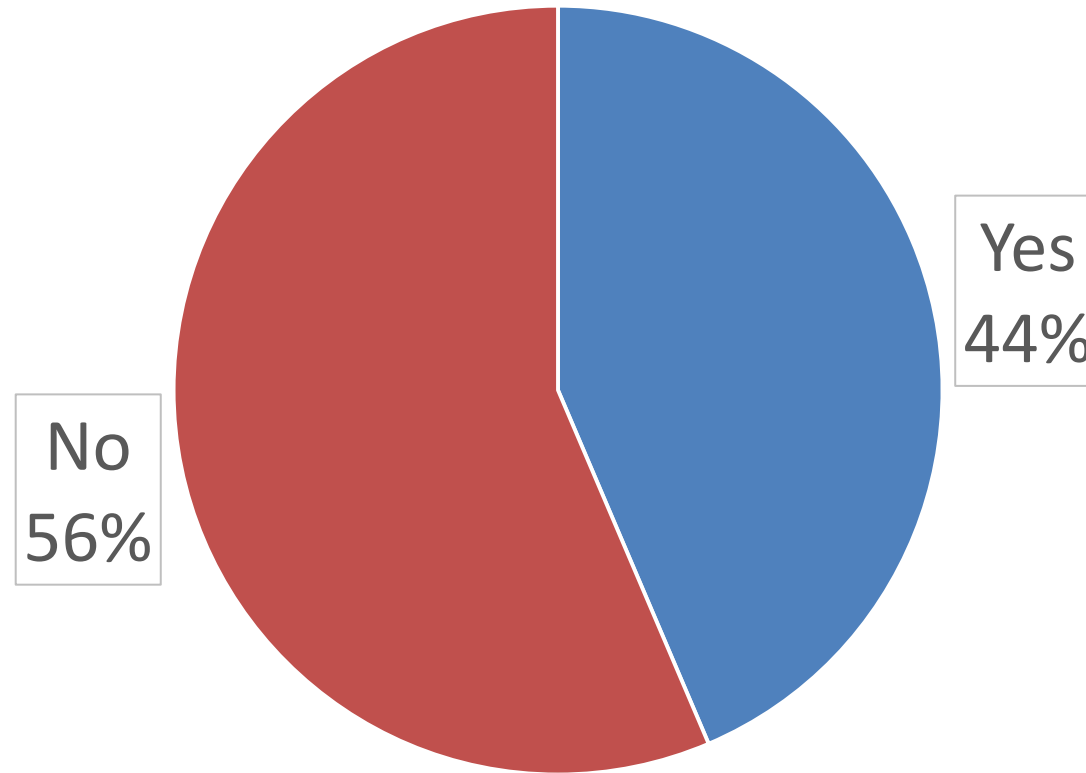
■ Yes ■ No

Do you have a waiting list for clients?



■ Yes ■ No

Would you be interested in hearing about best practices on walkable and bike friendly communities?



Overview

Majority of agencies are Nonprofits

Majority of agencies operate their own vehicles

Majority have standard operating procedure

Variety of driver training

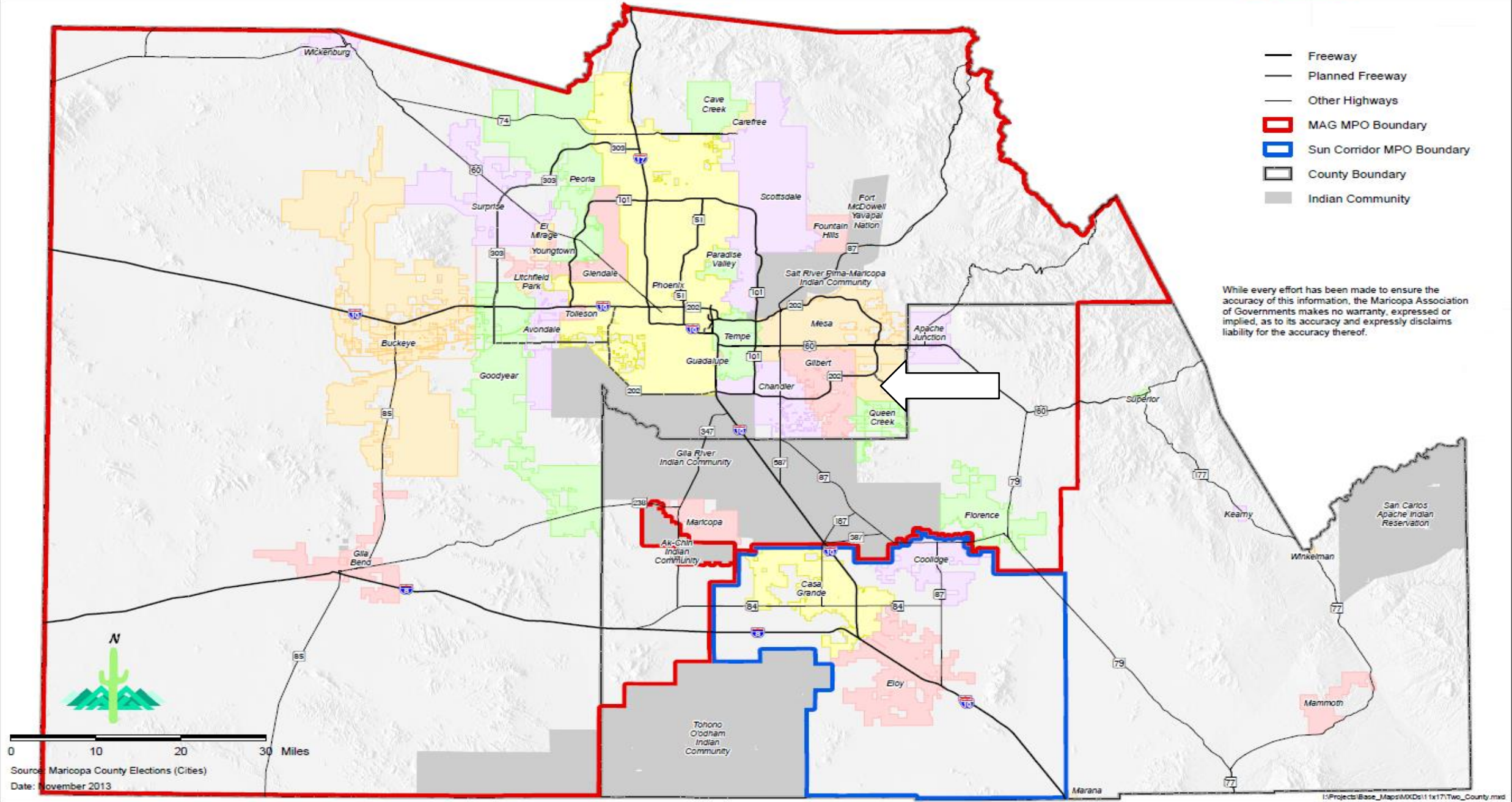
Utilizing Volunteers

Autonomous cars

Gaps

- Communication
- Coordination/Cooperation
- Outreach and Education
- Trainings
- Expanding Transportation options
- Staff/Driver Retention
- Address the Increase in Expanding Agencies
- Funding Limitations

MAG MPO and Sun Corridor MPO Boundaries in Maricopa and Pinal Counties, Arizona



Potential Strategies

- Standardize Driver Training/Operating Procedures
- Explore Volunteer Opportunities
- Expand the Utilization of Mobility Managers
- Develop Focus Groups on Staff/Driver Retention
- Research Alternative Transportation Options
- Opportunities Transportation for Outlying Communities

Long-term

Continue to support the dialogue of the development of a one-call center to coordinated transportation services.

Provider Inventory



Resource Inventory

Maricopa Association of Governments Human Services Coordination Transportation Plan – FY 2014 Plan Update

Agency and Address	Contact Information	Hours of Operation	Service	Agency Only Clients	Older Adults	Physical Disability	Developmentally Disabled	Low Income	Agency Description and Fees
EAST VALLEY SERVICE AREA									
About Care, Inc. 600 W. Ray Road, Suite B5 Chandler, AZ 85225-7264	Ann Marie McArthur Ph: (480) 802-2331 information@aboutcare.org www.aboutcare.org	9:00 a.m. - 3:00 p.m. Mon through Fri, 7 days a week, anytime a volunteer can fill the service.	Client transportation to and from medical or social service appointments and pharmacy if needed.		•	•	•	•	Nonprofit. No fee.
Chandler/Gilbert ARC 3250 N. San Marcos Place Chandler, AZ 85225	William Parker Ph: (480) 892-9422 wparker@cgar.org www.cgar.org	7 days a week, 24 hours per day.	Housing, Life Skill Training and Employment. Agency operated vehicles only.	•			•		Nonprofit. No fee.
Disability Development Resources LLC 1356 E. McKellips Road Suite 104 Mesa, AZ 85203	Deborah Lamoree, Owner/Director Ph: (480) 844-5265 dlamoree@ddresources.com www.ddresources.com	9:00 a.m. - 5:00 p.m. - Mon through Fri by phone appointment only. Please call to schedule.	Home and Community Based Services and independent Living.		•	•	•		Private, for-profit. Contact agency.
East Valley Adult Resources Inc./Apache Junction Active Adult Center 45 W. University Drive, Suite B Mesa, AZ 85201	Dan Taylor Ph: (480) 964-9014 dantaylor@evadultresources.org www.evadultresources.org	8:00 a.m. - 4:00 p.m. Mon through Fri	Transports ALL agency clients to shopping or medical trips within East Valley (Mesa, Apache Junction, Chandler, Gilbert and Tempe)		•	•			Nonprofit. \$1.00 donation suggested to East Valley Adult Resources Inc.
East Valley Adult Resources Inc./Red Mountain Active Adult Center 7550 E. Adobe Street Mesa, AZ 85207	Peg Reed Ph: (480) 218-2221 preed@evadultresources.org www.evadultresources.org	8:00 am. - 3:00 p.m. Mon through Fri	Van transportation provided to and from the senior centers for persons who are age 60 and over.		•				Nonprofit. Donation requested.
East Valley Family Care Center 2204 S. Dobson Road Ste 101 Mesa, AZ 85202-6457	Ph: (480) 491-6235 admin@evseniorservices.org	Contact agency.	Limited medical transportation.		•				Nonprofit. Contact agency.

Questions?

DeDe Gaisthea
Human Services Transportation Planner II
dgaisthea@azmag.gov
(602) 254-6300